



Total Solutions Group

**STATEMENT OF WORK (SOW)**  
**Commercial Recovery Corporation**

This Statement of Work is issued pursuant to the General Services Contract between Commercial Recovery Corporation (referred to as CRC) and Total Solutions Group, Inc. ("TSG") dated \_\_\_\_\_ This Statement of Work shall commence upon execution by both parties and shall continue for a period of ten (10) weeks.

**1. PROJECT SUMMARY**

This Statement of Work has been prepared in response to a request by Kevin Layne for consulting services from TSG to provide an Interactive Internet Presence for Commercial Recovery Corporation.

This project will encompass the development of a web site, providing, a marketing presence; customer service, and a scaleable design incorporating future functionality and integration with AS/400 data.

**2. DESCRIPTION OF TASKS**

The goals of TSG will be to help Commercial Recovery Corporation:

- Improve customer service
- Reduce the number of "routine" calls received regarding collections
- Increase revenue stream and decrease expenses
- Create a limited web site that is maintained internally
- Understand how to manage content from a Notes client (create self sufficiency)
- Enhance the professional image of CRC
- Allow the owners of the content to manage their content
- Simplify the development cycle by developing the web site

The specific tasks and activities that TSG will engage in are:

- Install and configure Domino Server
- Install 3 Notes clients at CRC (Kevin to fulfill the rest)
- Web Sight Design of one page and 10 GIF or JPEG Graphics
- Allow accounts to access AS/400 based information from the web with a real time response factor
- Conduct a knowledge exchange to Kevin Layne
- Notes Pump Configuration
- Testing of Web site workflow
- 10 Hours of Knowledge Exchange

**EXHIBIT**

*Page 1*

### 3. STAFFING

TSG will provide qualified staff to conduct this engagement. The consultants for this project will have previous experience in this area. Mark Whittenburg, who has responsibility for the quality assurance of the engagement, will coordinate the effort.

### 4. SCHEDULE

TSG will schedule the start date of this engagement for the earliest possible date at which Commercial Recovery Corporation and TSG's resources are available.

TSG will fulfill the engagement over a 6 week period of time.

### 5. LOCATION

The schedule above assumes that all work is to be completed both on-site at the Commercial Recovery Corporation offices at 9298 Central Avenue Blaine, MN and off-site as mutually agreed upon by both parties.

### 6. DEPENDENCIES AND ASSUMPTIONS

This Statement of Work is based upon the following dependencies and assumptions:

- Commercial Recovery Corporation management and staff will be made available, on an as needed and reasonable basis, to meet with TSG and provide input to the engagement
- The necessary work space, telecommunications, materials, supplies and clerical and administrative assistance will be made available to TSG consultants at the Commercial Recovery Corporation facilities
- Commercial Recovery Corporation will appoint a project manager, who will be the liaison between Commercial Recovery Corporation and TSG during this engagement. This person will have the authority to authorize changes to schedule, deliverables and fees associated with this SOW
- TSG assumes that the Notes Client will be used for all e-mail communications for the web site
- TSG will design site using frames with minimal scrolling
- TSG will develop a navigator that carries through the entire site
- Commercial Recovery Corporation will provide 32-bit Notes R4.6 clients Notes Clients to each person involved in content management
- Commercial Recovery Corporation will provide all content for web site
- TSG will provide two Home Page design choices for evaluation
- Prototype provides examples of the site's look and feel and does not include any back-end connectivity
- TSG will develop a Notes GUI (not web-based) for end-user ease of content management (administration tool set)
- Commercial Recovery Corporation Sales Department will identify key customer wants and desires
- TSG will develop web site to accommodate older browsers (version 3) and slower modems (14.4 kbs) providing the best possible performance
- Commercial Recovery Corporation will acquire from Unisource information regarding what information is stored in which tables in AS/400 DB/2 Database
- Notes Pump call will display no more than 15 views for client accessing data
- CSU/DSU, Hub and Router will be on-site and functional
- TCP/IP connectivity will be active on both systems, both attached over a hub
- All necessary Internet connections will be established
- Both AS/400 are running in native AS/400 environment
- V4R2 is configured and installed on 170 - AS/400
- **TIME LINES CONTINGENT UPON RESOURCE AVAILABILITY**

EXHIBIT

D Page 2

## 7. PRICE

TSG will deliver a web site as outlined on this Statement of Work for an estimated price of \$ (billed monthly with balance due upon completion). Should project scope change for any reason a separate change order will need to be signed and executed before development can continue.

## 8. CONTACTS

Commercial Recovery Corporation and TSG designate the following contacts for questions concerning this Statement of Work:

Contact	Title	Telephone
Kevin Layne	IS Manager	612-493-7300
Mark Whittenburg	Account Executive	612-995-4230
Tyrone Peterson	Account Executive	612-995-4210

## **Description of Deliverables (All web content is editable)**

### **Overview of Approval Process**

Using integrated Notes/Domino technology, we will develop an automated approval process function into each page. This process will allow CRC content editors to manage changes to web page content through their Notes Clients. Notes Mail will be integrated into this process.

### **Customer Service Page**

This page will include links to FAQ, Customer Service Contacts, Collections Status and Registration. The Collections Status area is protected by a password. A user gets a password via the registration area. The benefits of registration will be outlined in this area of the web site. The registration area collects personal information from the user. CRC will define which data is requested, in addition to e-mail address, user name and password. User registration information will be verified against a DB/2 table on the AS/400. The user will receive an e-mail confirmation confirming their registration at CRC.

Once registered the user can access the Collections Status area. The Collections Status area will link to the AS/400 Unisource software and their collections are displayed.

BEST AVAILABLE COPY